

### NEW INFORMATION

#### Complicated Extractions No Longer Require Predetermination

As of June 1, 2015, complicated extractions (codes 71201, 71209, 71211 and 71219; Québec: 72100 GP, 77910 PE, 71008 PR, 71004 PR and 72110 GP) no longer require predetermination. These services, previously categorized as Schedule B procedures, have been moved to Schedule A. Dental providers are encouraged to bill the NIHB Program directly for these services by sending their claims to Express Scripts Canada for processing. Dental providers are reminded not to send any supporting documentation (such as radiographs or clinical notes) to Express Scripts Canada when submitting claims for Schedule A services.

#### Non-Insured Health Benefits' Definition of Predetermination and Treatment Plan

The **predetermination process** is to seek a review and prior approval before proceeding with treatment. This will enable both the dental provider and client to understand the coverage commitments (applicable to Schedule B procedures and Schedule A procedures exceeding frequency). A treatment plan is a component of the predetermination submission.

A complete **treatment plan** includes information from the treating and/or referring dentist/specialist, indicating all completed treatment and pending treatment needs, including: restorative, periodontal, prosthodontic, endodontic, orthodontic and surgical services.

#### Requests for Predetermination Services

Dental providers are reminded that all requests for **predetermination services** should now be sent to the Dental Predetermination Centre (refer to contact information on the last page).

#### Verification of Status of a Predetermination Request

To verify the status of a predetermination request, dental providers are encouraged to contact the Dental Predetermination Centre (DPC) directly at:

##### Dental Predetermination Centre – Dental Services

Toll Free Phone No:  
1-855-618-6291

Toll Free Fax No:  
1-855-618-6290

##### Dental Predetermination Centre – Orthodontic Services

Toll Free Phone No:  
1-866-227-0943

Toll Free Fax No:  
1-866-227-0957

#### Omissions in Predetermination/Post Determination Requests Cause Delays

There has been an increase in incomplete submissions which have led to delays in response.

To avoid delays in processing, dental providers are asked to ensure that all predetermination and post determination requests are:

- Submitted to the DPC with complete supporting documentation.
- Reviewed prior to submission, to ensure all the necessary information is included on the claim form such as, procedure codes, tooth number, tooth surfaces and fees, etc.

Post determination requests must include:

- The date that the service was rendered; otherwise, the request will be processed as a predetermination and cause unnecessary amendments and delays in payment.
- Office verification/signature of provider, provider number, provider address and explanation of benefits (if applicable); otherwise incomplete requests will be returned to the provider's office for completion. Once post determination requests are reviewed and approved by DPC they will be sent directly to Express Scripts Canada for payment.

**Note:** When claims associated with a predetermination number are directly submitted to Express Script Canada, providers must ensure that the details (provider name and number, procedure code, tooth codes, etc.) in the Confirmation Letter match those in the claim.

For more detailed information please refer to the NIHB Dental Claims Submission Kit section 7.3.1 Provider Responsibilities.

#### Indian Status Card, NIHB Client Identification and Card Renewal Date

For registered First Nations clients, their Indian status registration number also serves as their NIHB client identification number, and is required on all claims, predeterminations and post determinations. It is recommended that First Nations clients present their Indian status card (either a paper-laminate Certificate of Indian Status or a Secure Certificate of Indian Status) at the point-of-service to ensure that client information is entered correctly and to protect against mistaken identity.

**It is important for providers to be aware that a First Nations NIHB client should not be denied services because a renewal date on their Indian status card has passed.** Service providers can still use the Indian status registration number to submit NIHB claims and eligibility will be verified by the claims processing system. Providers can also call the Express Scripts Canada call centre to verify client eligibility with NIHB.

NIHB Program and Express Scripts Canada Contact Information can be found on the last page of this NIHB Newsletter.

Please note that Inuit clients do not have Indian status cards and are assigned an **N number** (a client identification number used by the NIHB Program). For eligible Inuit from the Northwest Territories or Nunavut, their N number is linked to their territorial health card, so their health card number can be used to submit claims. Inuit clients who do not have a territorial health card should provide photo identification, and will also need to provide their NIHB N number.

## REMINDERS

### Personal Cheques Sent for Claim Adjustment

When it is necessary to return a payment due to incorrect reimbursement, please ensure that the cheque is made payable to the Receiver General for Canada.

If the payment includes co-ordination of benefits (COB), please send the cheque to Express Scripts Canada for processing. The cheque should be made payable to the Receiver General of Canada with the full dollar amount originally received along with the third party information (explanation of benefits (EOB) and Express Scripts Canada will correct the payment).

**Note:** Always include the client's first and last name along with the date of service or a copy of the Dental Claim Statement with the cheque in order for Express Scripts Canada to proceed with any correction(s).

### NIHB Dental Claims Submission of Kits

For information on the NIHB Program and claims submission, please download the current NIHB Dental Claims Submission Kit from Express Scripts Canada's NIHB Claims Services Provider Website at [www.provider.express-scripts.ca/dentists.html](http://www.provider.express-scripts.ca/dentists.html). If you do not have Internet access and require a copy, please contact the Express Scripts Canada Provider Claims Processing Centre at 1-888-511-4666.

### Have you Recently Moved?

It is important that Express Scripts Canada has your current provider information. Without accurate information, you may not receive new and important information from NIHB and Express Scripts Canada regarding NIHB Program coverage, claims submission procedures, etc.

Please download the *Modification to Dental Provider Information Form* from the NIHB Claims Services Provider Website at [www.provider.express-scripts.ca/dentists.html](http://www.provider.express-scripts.ca/dentists.html) and fax the completed signed form to Express Scripts Canada before submitting claims.

## NIHB PROGRAM AND EXPRESS SCRIPTS CANADA CONTACT INFORMATION

### EXPRESS SCRIPTS CANADA

#### Provider Claims Processing

#### Call Centre

**Please have your Provider Number readily available**

**Inquiries and Password Resets**  
1-888-511-4666

**Extended Hours**  
Monday to Friday:

6:30 a.m. to 8:30 p.m. Eastern Time  
Excluding Statutory Holidays

#### Dental Claims

**Mail Dental claims to:**  
Express Scripts Canada  
NIHB Dental Claims  
3080 Yonge Street, Suite 3002,  
Toronto, ON M4N 3N1

#### Dental Provider Relations

#### Department & Provider Enrolments

*Each additional Dental office must be enrolled with the NIHB Program with its own Office ID prior to services being rendered*

#### Fax Completed

**Dental Provider Enrolment Form to:**  
Toll Free Fax No.: 1-855-622-0669

#### Other Correspondence

#### Mail to:

Express Scripts Canada  
5770 Hurontario St., 10<sup>th</sup> Floor,  
Mississauga, ON L5R 3G5

#### NIHB Forms

**Download** from the  
NIHB Claims Services Provider Website or contact  
the Provider Claims Processing Call Centre

[www.provider.express-scripts.ca](http://www.provider.express-scripts.ca)

### NIHB PROGRAM

### DENTAL BENEFITS

#### NIHB Dental Predetermination Centre (DPC)

#### Dental Services

#### Non-Insured Health Benefits

**First Nations and Inuit Health Branch  
Health Canada**

**Address Locator 1902D  
2<sup>nd</sup> Floor, Jeanne Mance Building  
200 Eglantine Driveway  
Ottawa, ON K1A 0K9**

Toll Free Phone No.: 1-855-618-6291  
Toll Free Fax No.: 1-855-618-6290

#### Orthodontic Services

#### Non-Insured Health Benefits

**First Nations and Inuit Health Branch  
Health Canada**

**Address Locator 1902C  
2<sup>nd</sup> Floor, Jeanne Mance Building  
200 Eglantine Driveway  
Ottawa, ON K1A 0K9**

Toll Free Phone No.: 1-866-227-0943  
Toll Free Fax No.: 1-866-227-0957

### PREDETERMINATIONS

#### British Columbia

The dental PD process will not be centralized for the BC Region. As of October 1, 2013, all PD, client reimbursement and appeal requests are handled by the British Columbia First Nations Health Authority.

#### British Columbia First Nations Health Authority

**757 West Hastings Street  
Suite 540**

**Vancouver, British Columbia V6C 3E6**

Telephone: 1-888-321-5003  
Fax: 1-604-666-5815